



# PROGRAM NEWS

This is a bi-monthly newsletter  
and is downloadable from  
<http://www.healthyfamilies.ca.gov>

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*A publication providing information  
and items of interest to California  
Healthy Families and Medi-Cal  
Enrollment Entities, Certified  
Application Assistants, families,  
and participating plans.*

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If you have a story idea you would like  
to share or comments about this  
newsletter, please contact us.

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## Health-e-App Reports

Have you ever dreamed of a way to monitor the status of all of the your applications submitted to the Healthy Families Program in real time? Dreams do come true. Through Health-e-App Reports anyone with an account can monitor the status of his or her applications. Monitoring submitted applications can tell you if one of your applications has been paid, denied (with the denial reason), or is still in a pending status with just a one-day delay!

Through the use of these reports, you can see why your applications are being denied and make quick corrections so the next application you submit is not denied for the same reason. The reports can also tell you what is pending, indicating the need for follow up with the applicant for missing information or a payment that has not been made yet.

The steps to fulfill the dream of application monitoring are simple.

1. The first step is to login to Health-e-App ([www.healtheapp.net](http://www.healtheapp.net)). If you do not have a login simply call 1-866-861-3443 or email the Health-e-App Help Desk staff at [HFHeA@MAXIMUS.com](mailto:HFHeA@MAXIMUS.com) to request assistance with setting up an account.
2. The second step is to select Reports. A new screen with the three types of reports (Applications Paid, Application Pending, and Applications Denied) will be displayed.
3. The third step requires you to select the report you wish to view by clicking in the circle next to the report title.
4. At this point, two options become available – View Report or View Detailed Report. The first option will display the count of applications in this status. The second option will display the applicant name, FMN, and other specific information so you can pinpoint which specific applications have been paid, denied, or are still pending. To select a report click the circle next to the title.
5. The fifth and final step is to select the month and year for which you wish to view the report. Once you have done this, click search at the bottom of the page. The report will then appear for viewing and printing.

The Health-e-App Reports are a great way to manage and monitor the flow of applications between you and the HFP. The reports can help increase your efficiency and effectiveness as an EE or CAA as you work to expand health coverage for children in California.

# Increasing Reimbursement Incentives

In an effort to boost outreach activities for uninsured children in California, the Governor has increased the funds for the Enrollment Entities' Reimbursement Program. Currently, Enrollment Entities (EEs) are reimbursed \$50 for every Joint or Health-e-App application completed with assistance from a Certified Application Assistant (CAA) if that application is successful in enrolling uninsured children into the Healthy Families Program (HFP) or Medi-Cal for Families. In addition, any Annual Eligibility Review (AER) assisted applications that result in the child(ren) requalifying for another year reimburses EEs \$25.

With the State's new budget, the reimbursement for AER applications assisted by a CAA with an outcome of eligibility for another year will be increased to \$50. Additionally, Health-e-App submissions with CAA assistance leading to successful enrollment in the HFP or Medi-Cal for Families will increase to \$60. Paper Joint applications reimbursements will remain at \$50 per successful enrollment.

The State hopes that these new reimbursement rates will enhance the motivation to keep children enrolled in the HFP and/or Medi-cal for Families and increase EE/CAA interest in utilizing Health-e-App.

## Benefits of Health-e-App

Health-e-App ([www.healtheapp.net](http://www.healtheapp.net)) is an easy-to-use, interactive, online application process that supplements the paper application process. Using Health-e-App when applying for the Healthy Families Program (HFP) and/or Medi-Cal has many advantages over the traditional paper application.

The biggest advantage of using Health-e-App is that it provides a faster avenue for the HFP to screen and determine eligibility for the applying children by streamlining the application process and ensuring complete entry of required information. The information gathered is then submitted electronically via the Internet, rather than on paper by mail. (To ensure timely processing, however, please be certain to fax all of the necessary supporting documentation as soon as provided by the applicant.) In addition, HFP applicants can select health, dental, and vision plans and providers from lists automatically generated based on the applicants' county of residence. Using Health-e-App also minimizes mistakes caused by illegible handwriting on paper applications and leaves little room for error in capturing the EE/CAA information as well.

The online application process takes 20-30 minutes to complete and offers the following enhanced features:

- Disposition tracking for each application
- Preliminary eligibility screening in just seconds
- Immediate error checking to improve quality of application information
- Electronic payment of the HFP initial monthly premium
- Automated computing of income and deductions
- Electronic signatures

Please visit [www.dhs.ca.gov/health-e-App/](http://www.dhs.ca.gov/health-e-App/) for Health-e-App resource information. To use Health-e-App, you must first establish an account (EEs may do this) and complete the interactive online training tutorial. To establish an account, reset expired passwords, ask questions, or report problems with Health-e-App, please contact the Health-e-App Help Desk at 1-866-861-3443 Monday through Friday, 8:00 a.m. to 8:00 p.m. or Saturday, 8:00 a.m. to 5:00 p.m. You may also email the Health-e-App Help Desk at [HFHeA@MAXIMUS.com](mailto:HFHeA@MAXIMUS.com)

The advantages of Health-e-App make giving it a try well worth your time. The HFP encourages you to submit your next application via Health-e-App to experience the benefits of this process yourself!

# CAA Numbers Reissued with an "M"

When originally trained, some Certified Application Assistants (CAAs) were issued CAA identification numbers that did not include an alpha character following the eight-digit series. As of July 19, 2006, an "M" has been added to the end of these eight-digit identification numbers to aid in providing reimbursements to all complete and successful applications assisted by CAAs. All Enrollment Entities (EE) associated with CAAs whose numbers have been adjusted have been sent a letter notifying them of the change, along with new certificates for the affected CAAs. The new certificates were included with the notification to lessen confusion for CAAs.

CAAs must use the reissued number (including the "M") when submitting paper applications or using the Health-e-App system. The Healthy Families Program greatly appreciates EEs' efforts to inform all CAAs within their organizations about this change. Failure to use the reissued number could result in denial of reimbursement payments.

For questions regarding these reissued numbers, please contact

the EE/CAA Help Desk at 1-800-279-5012 Monday through Friday, 8:30 a.m. to 5:00 p.m. or send an email to [ee-caaliation@maximus.com](mailto:ee-caaliation@maximus.com).

## Section 9 of the Joint Application

Why is Section 9 of the Joint Application important? Every application that is processed through Single Point of Entry (SPE) is evaluated for the completeness of Section 9. To be considered complete, this section must include the Certified Application Assistant's (CAA) name, the CAA number, the Enrollment Entity's number, the signature of the CAA, and the signature of the applicant.

When this section is complete and leads to a child's successful enrollment with the Healthy Families Program (HFP) or Medi-Cal for Families, the EE will receive a reimbursement. When incomplete, the EE may be denied a reimbursement. The reimbursement program is an incentive to encourage outreach to uninsured children in California. In an attempt to boost outreach efforts, the Governor has recently enhanced this reimbursement program. Please see "Increased Reimbursement Incentives" article for more details.

## New 2006 HFP & AIM Handbooks Available

Each year, the Healthy Families Program updates its HFP handbooks. The new 2006 HFP handbooks are available now in English. New 2006 HFP handbooks in Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Russian, Spanish, and Vietnamese will be available soon. These updated handbooks include recent program changes, updated Federal Income Guidelines, and the most current plan coverage information by county. The Access for Infants and Mothers (AIM) Program has also updated its handbook for 2006. Copies of the 2006 AIM handbook are available now in English, Spanish, and Chinese. EEs and CAAs may request handbooks via the Marketing Materials Order Form found at [www.dhs.ca.gov/mcs/medicalhome/HFApp.htm](http://www.dhs.ca.gov/mcs/medicalhome/HFApp.htm).



# New Authorization Forms Now Available

Occasionally, an applicant wishes to let someone else speak with the Healthy Families Program (HFP) and/or Medi-Cal Programs about their application. However, due to the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the HFP and Medi-Cal Programs cannot disclose information regarding program applications to anyone other than the person applying for coverage or their authorized representative. Therefore, in order for information to be released to someone other than the applicant, their spouse, or the other parent living in the home, the HFP and Medi-Cal Programs must first receive written permission. The applicant has several options for providing this written consent including completing the appropriate areas on the joint application, completing an Authorized Representative Form, or completing an Enrollment Entity (EE) Authorization Form.

## Application

Question 52 of the Joint HFP/Medi-Cal for Children application provides a space for designating an Authorized Representative. By including a person's name on the Authorized Representative line in Question 52, the applicant agrees to allow that person to speak with the HFP and/or Medi-Cal Programs on the applicant's behalf. Authorized Representatives can also be designated using Health-e-App.

## Authorized Representative Form

The Authorized Representative Form is a separate form from the application. Much like Question 52 of the application, this form allows the applicant to designate a particular individual as having permission to communicate with the HFP and/or Medi-Cal Programs on behalf of the applicant. This form must be signed and dated by the applicant and received by the HFP before information may be released. The Authorized Representative Form can be found on the HFP website at: [www.healthyfamilies.ca.gov/English/Publications/AuthorizedRepForm.pdf](http://www.healthyfamilies.ca.gov/English/Publications/AuthorizedRepForm.pdf)

## Enrollment Entity Authorization Form

The new Enrollment Entity (EE) Authorization Form provides a means for an applicant to permit the HFP to speak with any employee or associate of a particular EE regarding their application. This form must be signed and dated by the applicant and received by the HFP before information may be released. The EE Authorization Form can be found on the HFP website at: [www.healthyfamilies.ca.gov/English/Publications/EEAuthorizationForm.pdf](http://www.healthyfamilies.ca.gov/English/Publications/EEAuthorizationForm.pdf)

The Authorized Representative Form and the EE Authorization Form are not interchangeable. In other words, the Authorized Representative Form is used to give permission only to a single specified person, whereas the EE Authorization Form is used to grant authority to any employee of the specified EE.

An authorized individual or EE may assist the applicant with their inquiry regarding the applicant's initial application, annual eligibility review, or first level appeal. Once the Program mails to the applicant its decision regarding the application, the authorized representative's permission ends.

For general questions regarding the use of these forms, please contact the EE/CAA Liaisons, Monday through Friday, 8:30 a.m. – 5:00 p.m., at 1-800-279-5012 or via email at [ee-caaliation@MAXIMUS.com](mailto:ee-caaliation@MAXIMUS.com).

## Contribute to the Healthy Families Program Newsletter

This newsletter is only as good and useful as the information we receive. If you have a story idea, correction, or concern about anything you read in this newsletter, please don't hesitate to contact us at: [hfnnewsletter@maximus.com](mailto:hfnnewsletter@maximus.com) Please try to keep story submissions brief and related to the Healthy Families or Medi-Cal for Children Programs.



# Pre-Enrollment for Unborn Child

A pregnant woman with income between 200% and 250% of the Federal Poverty Level may apply for Healthy Families Program (HFP) coverage for her unborn baby up to three months before her expected due date.

When the child is born, the applicant must submit documentation of the child's birth to the HFP. This documentation must include the child's name, place and date of birth, and the child's gender. Acceptable forms of documentation include a certificate of birth provided by a hospital or other health care facility, a signed statement by the health practitioner

who presided over the delivery, or an equivalent document. The HFP must receive this documentation within thirty (30) days from the birth of the child. The effective date of coverage is thirteen days after the receipt of such documentation.

If documents are received after the 30 days, the applicant must submit a new Joint application or an Add a Person form with current income



## When is the best time to call?

Applicants looking to receive the fastest access to the HFP Call Center (1-866-848-9166) should try calling during non-peak times:

Good....Weekdays after 11 a.m.  
Better...Weekdays after 6 p.m.  
Best.....Saturdays 8 a.m. to 5 p.m.

The Call Center is open Monday through Friday, 8 a.m. to 8 p.m. and Saturday from 8 a.m. to 5 p.m.

# Guide to Submitting a Profit & Loss Statement

A Profit and Loss (P&L) statement is a financial statement for self-employment that summarizes the revenue, costs and expenses incurred during a specific period of time. When a P&L statement is submitted with a Joint application, there are certain criteria that must be met for the P&L statement to be considered valid. Since the P&L statement serves as proof of income, it must cover the most recent three-month period prior to the date the Healthy Families Program (HFP) receives the document. It also must contain the following information:

- Dates for the three-month period covered by the P&L statement
- Name, address, and telephone number of the business
- Gross income, itemized expenses, and net profit itemized separately for each of the three months
- The statement **“the information provided is true and correct”** and the signature of the person who earned the income
- And, if the business is a partnership, percentage of income

Keep in mind that any draws taken by the owner and listed under expenses are to be added back to the net profit for that month. Also, any depreciation, meals, and entertainment amounts listed under expenses are to be added back into the net profit for that month. Finally, any monthly total resulting in a negative amount should be counted as \$0.

You can find an example of a P&L statement on the HFP website at: [www.healthyfamilies.ca.gov/English/caa/pdfs/sampleprofitloss.pdf](http://www.healthyfamilies.ca.gov/English/caa/pdfs/sampleprofitloss.pdf). You may also contact an EE/CAA Liaison to answer questions regarding P&L statements. EE/CAA Liaisons can be reached at 1-800-279-5012 Monday through Friday, 8:30 a.m. - 5:00 p.m. or via email at [ee-caalaison@maximus.com](mailto:ee-caalaison@maximus.com).

# Assembly Bill 343

This bill, signed by the Governor on August 16, 2004, prohibits charging Healthy Families Program (HFP) applicants an application assistance fee. Specifically, this bill:

- Requires that all assistance offered to an individual applying to the HFP be free of charge
- Prohibits any individual or organization offering or providing application assistance to the HFP applicant from soliciting or receiving any fee or remuneration from the applicant.
- Imposes a civil penalty of \$500 for each violation of this provision, in addition to any other remedy or penalty provided by law

The Certified Application Assistant (CAA) Agreement you sign in order to receive your CAA number outlines proper CAA conduct, as well as prohibited activities. As you perform your CAA duties, you may come across instances where you feel someone is performing contrary to the requirements summarized in this Agreement. If you suspect misconduct or have a complaint about someone involved in the application process,

you may contact the EE/CAA Help Desk and ask that your complaint be documented. You can reach the EE/CAA Help Desk by calling 1-800-279-5012 Monday through Friday, 8:30 a.m. and 5:00 p.m. or by sending an email to [ee-caalaison@maximus.com](mailto:ee-caalaison@maximus.com). Depending on the nature of the call, the EE/CAA Help Desk staff will determine whether it is an issue they can resolve or if the complaint must be forwarded to

the appropriate State agency (i.e., Managed Risk Medical Insurance Board or Department of Health Services) for resolution.



## Child Support vs. Gift Income

At a recent gathering of Certified Application Assistants (CAAs), it was noted that there is often confusion surrounding child support and gift income and the difference between the two. This article provides clarification for these topics.

Child support is money paid by one parent to the other parent who has custody of the child or children after separation. (Note: Child support is considered income of the child, not the adult, who receives the income on behalf of the child.) The applicant must supply appropriate documentation for child support. Appropriate documentation includes a court order, a check stub, a statement from the district attorney's office, or a letter from the person paying the child support.

Gift income is money that is received from someone who is not counted in the family size when determining eligibility. The only acceptable documentation for gift income is a letter from the gift giver. To be considered acceptable documentation, the letter must be dated within the last 45 days and include the name(s) of the person(s) receiving the gift, the frequency of gift (one time gifts are NOT considered as gift income), and the signature of the gift giver.

# Connecting Kids

The Connecting Kids to Healthcare Through Schools (Connecting Kids) program is designed to enlist active participation of key organizations, agencies and associations in promoting affordable healthcare coverage for children. Connecting Kids (CK) is funded by the David and Lucile Packard Foundation in partnership with the Public Health Institute and the Managed Risk Medical Insurance Board.

Connecting Kids has been successful with its school-based outreach through the distribution of the Request For Information (RFI) flyer. The RFI flyer provides information about children's health coverage programs and asks parents if they would like to receive additional information. The flyer may be returned directly to the local school or to a centralized statewide administrator. CK can customize the RFI flyer to suit local needs and assist your outreach efforts. The RFI flyer can be requested in multiple languages and the needed quantities to facilitate local school-based outreach efforts. Upon receipt of a completed flyer, the parent will be mailed a joint Healthy Families/Medi-Cal for Families application.

To request the RFI flyers, please use the parent information flyer, which has been distributed to schools, school agencies, and community based organizations through an annual mailing done by the California Department of Education and Connecting Kids. If you have not received one, you may access it by visiting the CK website at [www.connecting-kids.com](http://www.connecting-kids.com)

In California and nationally, schools have proven to be one of the most effective ways of referring and enrolling uninsured children into healthcare coverage programs. Conducting healthcare coverage outreach through schools is a common sense, high-impact strategy. Schools are where the kids are! Schools provide many opportunities for outreach through existing services provided to children such as the National School Lunch Program, health services, school-based clinics, or school nurses. These services provide a great opportunity to inform families about available healthcare coverage. Further, because parents tend to trust school representatives and the information they offer, hearing about the State's low-cost and no-cost healthcare coverage programs may diminish the stigma often associated with receiving public benefits.

Together we have the potential to assist approximately 400,000 uninsured children that are eligible for Healthy Families and Medi-Cal Programs. You can play an important role in helping parents access affordable healthcare coverage for their children. Here is what you can do:

- Distribute the "Good News About Health Coverage" (RFI) flyer to parents of children involved in your programs. Flyers are available in many different languages.
- If you are unable to duplicate large quantities, bulk print orders are available through our program. CK will also provide you with specialized copies of the RFI personalized with your program's contact information.
- If you need assistance with ordering the flyer or would like to customized your order, please contact the CK program by calling the toll free number 1-800-670-4567 or visit our website to download forms at [www.connecting-kids.com](http://www.connecting-kids.com).
- Promote HFP/MCFP by posting or distributing the popular Benefit and Eligibility flyer. This flyer is available in English and Spanish. Promotional items may also be available to you for use at health fairs, back-to-school nights, and parent teacher conferences. Please contact CK to check availability.

Our common goal is to ensure that California's children grow into knowledgeable, competent, healthy adults who can reach their full potential. Should you wish additional information on the Healthy Families or the Medi-Cal for Families Programs, please call the CK program at 1-800-670-4567.

## Welcome New & Returning Certified Application Assistants!

UBLANCA ADAMS  
WILLIAM ADAMS  
APRIL AGUILAR  
BETSABEL AGUIRRE  
PATTY ALAMO  
SUSAN ALCANTARA  
JOE ALVAREZ  
EUGENIA AMBROCIO  
GWEN ANASTASI  
ROSA ANDERSON  
DIANA ANDRADE  
JOHANNA ARACENA  
ANA ROSA ARANAS  
YADIRA AVINA  
LYDIA AYRES  
LOURDES BARAJAS  
KAY BASMADZHYAW  
ELIZABETH BEIDLER  
YOLANDA BERMEA-ROMERO  
JAMIE BOJORQUEZ  
FELORINI BRIAN  
CYNTHIA BRIONES  
MICHELLE BROWN  
KERRY BROWN  
MARITZA BROWN  
SILVIA BUENROSTRO  
NORMA CAMPBELL  
GARCIA CHANDLER  
HILARY CHAVIS  
HUIZHEN CHEN  
OVSANNA CHERCHIKYAN  
RENEE CONTRERAS  
KISCETTE COOPER  
YULIANA CORREA  
PATRICIA CREEL  
MARIA CRESPO  
DENISE CURIEL  
YOLANDA DANNA  
EVADIAZ  
EVELYN DODSON  
SANDRA DOMINGUEZ  
YARMALA DOWLING  
KEVIN DUARTE  
JOSE DURAN  
JEFF ENSIGN  
LOLA ESCOBAR  
RAMON ESCOTO  
MARGARITA ESPINOZA  
MARYBELL ESQUIVEL  
ROSI FERNANDEZ  
CORRINE FETCHO  
NOEMI FLORES  
CRIS GALLAGHER

MARY GALVAN  
EDGAR GARCIA  
RICHARD GARCIA  
ERIKA GARCIA  
MARIA GARCIA  
MARIA GARCIA  
LETICIA GARIBAY  
LAURIE GARNIER  
GUADALUPE GIL  
LILI GLAUBER  
EVA GOMEZ  
MARTHA GOMEZ  
GABRIELA GONZALEZ  
NANCY GONZALEZ  
ELIZABETH GONZALEZ  
MAGDALENA GONZALEZ  
MARTIN GONZALEZ  
JOMO GORDEN  
ELMINA GREEN  
LETICIA GUILLEN  
ELISABETH GUTIERREZ  
GABRIELA GUTIERREZ  
JESSE GUZMAN  
ANGELA HAMILTON  
SILVIA HAMILTON  
RAMON HARO  
CELESTE HEENAN  
BUFFEY HERMAN  
HERMINIA HERNANDEZ  
ELISA HERNANDEZ  
MARIA HERNANDEZ  
MARICELA HERNANDEZ  
ANGELICA HERRERA  
ROBYN HIGGINS  
KATHLEEN HOGAN  
KIRI HOLGUIN  
SEROB HOVAKIMYAN  
SYAUCHING HUNG  
DALILA IBANEZ  
LILIANA JARAMILLO  
MAYRA JIMENEZ  
APRIL JIMENEZ  
PHYLLIS JOHNSON  
MICKI JONES  
NURIA JOVEL  
MLADENKA KALUDEROVIC  
CELINA LANDAVERDE  
IP LAU  
CARMELA LAYNE  
GLORIA LEDESMA  
LARHEE LEE  
PA LEE  
IRENE LEE-LAM

MANYA LEFIAN  
TRACY LEGRIS  
CHU LING  
JUAN LOPEZ  
VICTORIA LOPEZ  
AILEEN LUCE  
ROSE MADRID  
SOCORRO MADUENA  
GINA MAGANA-ZWICK  
BEVERLY MARTIN DEL CAM  
PATRICIA MARTINEZ  
CRISTINA MARTINEZ  
JENEANE MASON  
VIVIAN MCKOY  
BOB'E MEDINA  
ELIZA MENA  
LUIS MENDOZA  
AIDA MEZA  
DEBORA MILLER  
ELIZABETH MOLANO  
HILDA MORENO  
D'ANN MORRIS  
YOLANDA MORRIS  
TINA MURRIN  
MINH NGUYEN  
ROSA NORIEGA  
LUZ OLMOS  
DAVID ORDAZ  
GISELLE OROZCO  
LILIA PAREDES  
SUN PARK  
JORGE PAZ  
JULIA PELAEZ  
CRUZ PEREZ  
EMMA PEREZ  
LUISA PETITE  
NARINE PETROSSIAN  
CRISTINA PICAZO  
LURETTE PINA  
ROBERT PINEDA  
BERENICE PONCE  
CYNTHIA PRENDIZ  
MERLE PRESTON  
ANA RAMIREZ  
TONY RANDLE  
PATSY RAY  
ORLANDO REY  
ERIKA REYES  
KARLA REYES  
CATHERINE RIDDLE  
VINCE RINNER  
MARIA ROBLES  
LUCY RODRIGUEZ

LOURDES RODRIGUEZ  
WENDY ROMO  
JOHANNA ROSALES  
KIM ROSE  
GRACIELA RUIZ  
CLAUDIA RUVALCABA  
MARIA SALCEDO  
FRANCISCO SANCHEZ  
GLADYS SANCHEZ  
JAMIE SANCHEZ  
RICHARD SANCHEZ  
NORMA SAUCEDO  
ALBERTO SERRANO  
CAMELIA SIERRA  
NICOLAS H SIGALA  
MARIA SILVA  
MARA SIMS  
LEONNA SOK  
MICHA SUAREZ  
PATRICK SUTTON  
DAO TANYA  
JANET TAPANES  
JANETH TAPIA  
ROXANA TERRY  
GAIL THOMAS  
VINCENT THOMAS  
ARACELY TORRES  
LEONOR TORRES  
RICHARD TORRES  
LAURA TORRES MARTINE  
ANDREW TULIAU  
RUTHELA TURNER  
ANGELICA URBINA  
ROCIO VARGAS  
SOCORRO VASQUEZ  
ORLINDA VENTURA  
IRIS VILLEGAS  
WAN VINCCI WU  
RENAE WALLA  
LISA WELLS  
LA SHAWN WILLIAM  
LAUTASHA WRIGHT  
KIM YAEJIN  
SHIRLEY YEE  
ANI YEREMYAN  
JESSICA YURIDITSKY  
BLANCA ZAMORA



# Welcome New & Returning HFP Enrollment Entities!

(HELEN) ZHU MING YUEMING  
AC LEWIS AND ASSOCIATES  
AJAY PARIKH INSURANCE SERVICES  
ALAMEDA COUNTY MEDICAL CENTER- AMBULATORY  
HEALTH CARE SERVICES  
ANNY YANG  
ARRIZON INSURANCE AGENCY  
ATAOLLAH WALIZADEH  
AV BUSINESS SERVICES  
AXANA P. RODRIGUEZ-TORRES  
BAART COMMUNITY HEALTHCARE  
BAECHTEL CREEK MEDICAL CLINIC  
BEAR CARE  
BEHAVIORAL HEALTH SERVICES  
CAL FAMILY HEALTH, INC.  
CALIFORNIA PREFERRED INSURANCE SERVICES, INC.  
CELINA LANDAVERDE  
CENTRAL SIERRA INSURANCE SERVICES, INC.  
CHILDREN'S BUREAU OF SOUTHERN CALIFORNIA  
CHILDRENS CLINIC LA JOLLA  
CHILDREN'S HEALTH INITIATIVE OF ORANGE COUNTY  
CLINICA DE SALUD DEL VALLE DE SALINAS  
CLINICA GUADALUPANA MEDICAL CORPORATION  
COMMUNITY ACTION PARTNERSHIP OF KERN  
COMMUNITY HUMAN SERVICES  
CONTRA COSTA CHILD CARE COUNCIL  
DAN L QING  
DAT MINH TRAN  
DAVID L. SKINNER, CSA INSURANCE SERVICES  
DEL PUEBLO MEDICAL CLINIC  
DEWEY ACADEMY  
DIAZ-MORENO & ASSOCIATES  
DON GERLACH  
DR. RIOS DENTAL  
DUBNOFF CENTER FOR CHILD DEVELOPMENT  
EL NIDO FAMILY CENTERS  
ELIZABETH MOLANO  
FILICE INSURANCE AGENCY  
FINANCIAL INDEPENDENCE CO INSURANCE SERVICES  
FOOTHILL-DE ANZA COMMUNITY COLLEGE DISTRICT  
GALAL SALEM MD INC  
GARY A. SMITH  
GOLDEN WINGS ACADEMY  
HAFEZ BOU-AJRAM  
HAMMER INSURANCE SERVICES  
HARMONY HEALTH FAMILY RESOURCES CENTER  
HONG CHEN  
HONG T MAI MD INC  
JAPANSEN SAGALA  
JEFF VAN SCOY INSURANCE  
JEFFERY ENSIGN & CASTLE BENEFITS  
JOSE CUELLAR  
JUAN M. CISNEROS  
JUDY YEN HUANG  
JULIE K. SUN M.D. INC.  
JULIO LEMOS  
KARYKEIN, INC.

KERNVILLE UNION SCHOOL DISTRICT  
KHANH NGUYEN INSURANCE  
KIMLOAN NGUYEN  
KWOK LEUNG  
LIGHTHOUSE COUNSELING & FAMILY RESOURCE CENTER  
LIN MA DDS  
LORETTA MARIE MCCORMICK  
LYDIA C DENINA  
MARGARET PRYOR  
MARIA D. GUERRERO  
MARIAN COMMUNITY CLINICS INCORPORATED  
MARY JOAN HUME  
MENDOCINO COMMUNITY HEALTH CLINIC INCORPORATED  
MICHAEL HENRY MCBAY  
MICHAEL J. GATES  
MISSION HOSPITAL REGIONAL MEDICAL CENTER  
OSCAR LEMUS  
PAJARO VALLEY UNIFIED SCHOOL DISTRICT  
PARDEEP KHULLAR  
PARIVASH JOURABCHI  
PHUC HUY TRUONG MD  
PREM D SINGH MD & ASSOCIATES  
PREMIERE HEALTHCARE ADVOCATES, LLC  
PRESBYTERIAN INTERCOMMUNITY HOSPITAL, INC  
QUY VAN NGUYEN MD  
RAYMOND CHIU INSURANCE AGENCY  
REX KLEIN  
RGE, INC  
RIVERSIDE UNIFIED SCHOOL DISTRICT  
ROBERT F KENNEDY INSTITUTE OF COMMUNITY AND FAMILY  
MEDICINE  
ROGGER LA CRUZ  
SALINAS UNION HIGH SCHOOL DISTRICT  
SAN GABRIEL HEALTH CLINIC  
SHARON LEA IVANOFF-INSURANCE BROKER  
SLAVIC COMMUNITY CENTER  
SOUTHERN CALIFORNIA COLLEGE OF OPTOMETRY  
SPEAKE INSURANCE SERVICES, INC.  
SSD INSURANCE SERVICES, INC.  
SUN Y. PARK  
TALBERT MEDICAL GROUP  
TAMSEY HILSABECK INSURANCE AGENCY  
TANIA REMNITZ LANE  
TENSHPART INSURANCE & FINANCIAL CORP.  
THE SICK CHILD CARE PROGRAM  
TRUNG NGOC PHAM  
TULE RIVER INDIAN HEALTH CENTER INCORPORATED  
TYRONE MOORE  
UNDINE JACOBS  
UNIVERSITY OF CALIFORNIA, SAN DIEGO  
VENICE - NEWBURY MEDICAL CLINIC  
VETERANS IN COMMUNITY SERVICES INC.  
VICTORIA ALWAYS INSURANCE SERVICES  
WAN-YI CHU & CHAO-KNEI CHEN DDS, INC.  
WINLI CHANG  
YING Y YANG  
YOLANDA WEBB